



## **LIBRARY SPECIALIST**

### **CHARACTERISTICS OF WORK:**

This is specialized and paraprofessional work with responsibility for performing complex technical duties in library functions. The incumbent assists librarians, administrative personnel, visitors, and customers in locating and retrieving materials and in utilizing office and specialized equipment such as adaptive technology and audiovisual equipment. Work also includes utilizing local and national on-line library systems and databases and assisting librarians in maintaining the local database. The incumbent also compiles statistical and other reports. Duties are performed under the general supervision of librarians and/or administrative personnel.

### **MINIMUM QUALIFICATIONS:**

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

### **EXPERIENCE/EDUCATIONAL REQUIREMENTS:**

#### **Education:**

Graduation from a standard four-year high school or equivalent (GED);

**AND**

#### **Experience:**

Three (3) years of experience related to the above described duties.

#### **Substitution Statement:**

Related education and related experience may be substituted on an equal basis.

### **PHYSICAL REQUIREMENTS:**

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

**Moderate Work:** May frequently exert force equivalent to lifting up to approximately 25 pounds and/or occasionally exert force equivalent to lifting up to approximately 50 pounds.

**Vision:** Requires the ability to perceive the nature of objects by the eye.

**Near Acuity:** Clarity of vision at 20 inches or less.

**Midrange:** Clarity of vision at distances of more than 20 inches and less than 20 feet.

**Far Acuity:** Clarity of vision at 20 feet or more.

**Peripheral:** Ability to observe an area that can be seen up and down or to the left and right while eyes are fixed at a given point.

**Depth Perception:** Three dimensional vision, ability to judge distances and spatial relationships.

**Ability to adjust focus:** Ability to adjust the eye to bring an object into sharp focus.

**Speaking/Hearing:** Possesses the ability to give and receive information through speaking and listening skills.

**Motor Coordination:** While performing the duties of this job, the incumbent is regularly required to stand; walk; climb and balance; use hands to finger, handle or feel objects, tools, or controls; reach with hands and arms; and stoop, kneel, or crouch. The incumbent is frequently required to sit.

**Special Requirement:**

Incumbent must have the ability to climb a step stool and rolling ladder and move a book truck.

**COMPETENCIES:**

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

**PUBLIC SECTOR COMPETENCIES:**

**Integrity and Honesty:** Demonstrates a sense of responsibility and commitment to the public trust through statements and actions.

Models and demonstrates high standards of integrity, trust, openness, and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

**Work Ethic:** Is productive, diligent, conscientious, timely, and loyal.

Conscientiously abides by the rules, regulations, and procedures governing work.

**Service Orientation:** Demonstrates a commitment to quality public service through statements and actions.

Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers

with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers.

**Accountability:** Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to detail to achieve high level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards, and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions and how it fits into state government.

**Self Management Skills:** Effectively manages emotions and impulses and maintains a positive attitude.

Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork.

**Interpersonal Skills:** Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement.

**Communication Skills:** Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives other cues such as body language in ways that are appropriate to listeners and situations. Takes into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations. Communicates ideas, suggestions and concerns, as well as outcomes and progress throughout the process of an activity. Provides thorough and accurate information.

**Self-Development:** Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas.

## **TECHNICAL COMPETENCIES:**

**Professional Maturity:** Possesses the capacities and aptitudes acquired by means of personal or professional experience, which enable functions to be fulfilled, and enables the incumbent to deal with situations in the workplace in a professional manner.

Is able to assess the situation and appropriately respond. Exhibits the attributes of confidence, assertion, tolerance, patience, and empathy at the appropriate time in stressful or high-pressure situations. Manages conflicts and defuses situations. Knows when to refer an issue to the appropriate level. Aligns personal behavior with agency standards. Responds appropriately to supervision and administrative decisions. Is able to work under and with authority and accepts decisions. Takes initiative to accomplish stated and unstated goals. Maintains appropriate standards of professionalism and only provides information within authority. Maintains confidentiality with appropriate information.

**Specialized Task Performance:** Has the abilities and attributes to successfully perform the duties and tasks of the job.

Locates materials in collections and files of the agency as needed in order to provide documents and/or assist requesting party. Receives information requests by telephone and other means, searches and gathers appropriate information to suit the needs of requestor. Selects materials for customers in order to facilitate finding appropriate information. Operates assistive technology equipment. Operates audiovisual equipment. Maintains local databases. Compiles statistical and other reports as directed to document performance and productivity of unit. Maintain spreadsheets and compiles various statistics for monthly and annual reports.

**Library Technology:** Is proficient in operating computer and clerical and specialized equipment in performing duties of the job.

Uses computer to search and input information into data bases. Operates telephone in a courteous manner. Operates equipment such as copier, shredder, and audiovisual equipment. Uses specialized software programs. Downloads digital books. Appropriately applies AACR2 and MARC2 coding to database input. Applies knowledge of relevant classification systems to the organization and distribution of materials. Used advanced techniques such as Boolean operands to search database. Appropriately applies knowledge of special library automation system modules.

**Customer Relations:** Possesses the ability and willingness to interact and communicate effectively with customers.

Understands the mission of the organization and applies this understanding while dealing with customers. Works well with others while locating materials and information. Assists requesting party with locating materials in collections and files of the agency. Assists others in operating equipment. Provides orientation and assists customers in the use of services and collections.

**Communication:** Shares information in appropriate format.

Concisely and correctly answers questions and/or explains or conveys information to the public. Asks appropriate questions to gain information needed to assist the public or provide information to the public. Presents oral and written information internally or externally using proper grammar, punctuation, and content. Appropriately documents information using tools such as: letters, e-mails, reports, memoranda, etc. Communicates information in a courteous manner without invoking anger. Knowledgeably refers issues to appropriate agency or other personnel.

### **ESSENTIAL FUNCTIONS:**

**Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:**

1. Assists librarians, administrative personnel, and customers in locating and retrieving materials.

2. Utilizes and assists customers in operating office and specialized equipment.
3. Utilizes local and national on-line library systems and databases.
4. Compiles reports as directed.
5. Ensures operation of a specialized service functions efficiently.

**EXAMPLES OF WORK:**

**Examples of work performed in this classification include, but are not limited to, the following:**

Locates materials in collections and files of the agency as needed in order to provide documents and/or assist requesting party.

Receives information requests by telephone and other means, searches and gathers appropriate information to suit the needs of requestor.

Selects materials for customers in order to facilitate finding appropriate information.

Operates assistive technology equipment.

Operates audiovisual equipment.

Maintains local databases.

Compiles statistical and other reports as directed to document performance and productivity of unit.

Maintain spreadsheets and compiles various statistics for monthly and annual reports.

Performs related or similar duties as required or assigned.

**INTERVIEW REQUIREMENTS:**

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.